

## **USPS Report on PRC Rate and Service Inquiries for November 2016**

The Postal Regulatory Commission referred 18 inquiries to the Postal Service in November 2016. Customers received responses on average within 12 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services 6 – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services 12 – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures 0 – i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

### **Peak Projections**

The Postal Service will deliver about 16 billion cards, letters and packages this holiday season, according to projections that were recently released. The deliveries will include 750 million packages.

USPS began delivering packages seven days a week in select major cities on Nov. 27, 2016. More than 5 million packages are expected to be delivered each Sunday in December.

Monday, Dec. 19, is expected to be the busiest mailing and shipping day for holiday packages, letters and cards. This also will be the Postal Service's busiest day online as more customers are expected to visit [usps.com](http://usps.com) to find out everything they need to spread holiday cheer!

## **Price changes are effective January 22, 2017!**

### **Mailing Services**

The Postal Regulatory Commission (PRC) has approved the Postal Service's proposed price changes for First-Class Mail, USPS Marketing Mail, Periodicals and Package Services. The changes, which USPS announced Oct. 12, include a 2-cent increase in the price of a First-Class Mail Forever stamp. The adjusted prices are included in an [order](#) available on the PRC's site. The PRC has not responded yet on the Special Services price changes.

### **Shipping Services Prices**

Also, the Shipping Services price changes, which USPS announced Oct. 19, include adjustments to Priority Mail Flat Rate Boxes and Priority Mail Flat Rate Envelopes. The changes represent an overall average price increase for Priority Mail of 3.9 percent and an average increase of 3.3 percent for Priority Mail Retail prices. The adjusted prices are included in an [order](#) on the PRC's site.

USPS has provided information on the **Postal Explorer** ([pe.usps.gov](http://pe.usps.gov)) website. The [January 2017 Price change](#) page has price files and includes drafts of postage statements with a Crosswalk for FSS prices. Links to the actual documents are located here: [pe.usps.gov/PriceChange](http://pe.usps.gov/PriceChange).